

**CLAIMS:**

What is claimed is:

1. A method for obtaining assistance in a search for  
5 information, on a data processing system, the information  
concerning a subject area, the method comprising the  
steps of:

requesting an interactive expertise session, wherein  
the request for the interactive expertise session is  
10 received from a live help selection option located on a  
browser graphical user interface;

responsive to the request for the interactive  
expertise session, receiving an electronic page related  
to the subject area and a communication interface; and  
15 displaying generated interactive expertise, wherein  
the generated interactive expertise is simultaneously  
displayed upon both the communication interface and the  
electronic page.

20 2. The method as recited in claim 1, wherein the  
generated interactive expertise displayed upon the  
communication interface is a communication between a  
requestor of the interactive expertise and a supplier of  
the interactive expertise.

25 3. The method as recited in claim 2, wherein the  
communication between a requestor of the interactive  
expertise and a supplier of the interactive expertise is  
at least one of an electronic mail message and an instant  
30 messenger message service.

4. The method as recited in claim 2, wherein the

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communication between the requestor of the expertise and the supplier of the expertise is at least one of textual communication and audible communication.

5 5. The method as recited in claim 1, wherein the request for the interactive expertise is from a client machine.

6. The method as recited in claim 1, wherein generation  
10 of the interactive expertise is from a server.

7. The method as recited in claim 6, wherein the server is an expert web server.

15 8. The method as recited in claim 1, wherein simultaneously providing a communication interface and a electronic page display is provided on the graphical user interface.

20 9. The method as recited in claim 1, wherein the generated interactive expertise displayed upon the electronic page display is transmitted from a generator of the interactive expertise.

25 10. The method as recited in claim 1, further comprising:

upon termination of the interactive expertise session, calculating a charge for the interactive expertise session; and

30 displaying the charge to the requestor of the interactive expertise session.

11. The method as recited in claim 10, wherein the requestor of the expertise session is charged for the

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expertise on a predetermined basis which includes at least one of a flat fee basis, a time basis and a commission basis.

5 12. The method as recited in claim 1, further comprising:

matching a requested area of expertise within an area of a supplier of the expertise; and

10 generating the expertise based on results of the matching.

13. The method as recited in claim 12, wherein matching a requested area of expertise within an area of the supplier of the expertise is matched to a plurality of  
15 suppliers of the expertise.

14. The method as recited in claim 13, further comprising:

20 determining which of the plurality of suppliers of the expertise is available; and

connecting an available supplier of the expertise to the requestor of the expertise.

15. The method as recited in claim 1, wherein the  
25 electronic page display is at least one Internet web page.

16. The method as recited in claim 1, wherein the generated expertise is generated using a Internet search  
30 engine.

17. A method for assisting in a search for information, on a data processing system, the method comprising the steps of:

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responsive to receiving a request for an interactive expertise session, from a live help selection option located on a browser graphical user interface, concerning a subject area, selecting a first electronic page having  
5 a content from a plurality of electronic pages, wherein the content is associated with the subject area;

responsive to receiving the first electronic page, simultaneously displaying the first electronic page and a communication interface; and

10 transmitting generated interactive expertise based on the subject area, wherein the generated interactive expertise utilizes both the first electronic page and the communication interface.

15 18. The method as recited in claim 17, wherein the request for the interactive expertise is from a client machine.

19. The method as recited in claim 17, wherein the  
20 interactive expertise is generated from a server.

20. The method as recited in claim 19, wherein the server is an expert web server.

25 21. The method as recited in claim 17, further comprising:

selecting a second electronic page having a content from the plurality of electronic pages;

30 replacing the first electronic page with the second electronic page;

simultaneously displaying the second electronic page and the communication interface; and

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transmitting generated interactive expertise based on the subject area, wherein the generated interactive expertise utilizes both the second electronic page and the communication interface.

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22. A method for assigning an expert in a search for information on a data processing system, the method comprising the steps of:

10 registering an expert with a web server on the data processing system;

providing characteristics of the registered expert, wherein the characteristics of the registered expert are stored in a database; and

15 locating the registered expert to provide assistance in the search for information based on the stored characteristics.

23. A data processing system, comprising:

20 a bus system;  
a communication unit connected to the bus system;  
a memory connected to the bus system, wherein the memory includes a set of instructions;

an output unit connected to the bus system; and  
a processing unit connected to the bus system,  
25 wherein the processing unit executes the set of instructions from the memory to request an interactive expertise session, and wherein the request for the interactive expertise session is received from a live help selection option located on a browser graphical user  
30 interface, responsive to the request for the interactive expertise session, the processing unit receives via the communication unit an electronic page related to a

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subject area and a communication interface, and the processing unit instructs the output unit to display generated interactive expertise, wherein the generated interactive expertise is simultaneously displayed upon  
5 both the communication interface and the electronic page.

24. A data processing system, comprising:

- a bus system;
  - a communication unit connected to the bus system;
  - 10 a memory connected to the bus system, wherein the memory includes a set of instructions;
  - an output unit connected to the bus system; and
  - a processing unit connected to the bus system,
- wherein, responsive to receiving a request for an  
15 interactive expertise session, from a live help selection option located on a browser graphical user interface, concerning a subject area, the processing unit executes the set of instructions from the memory to select a first electronic page having a content from a plurality of  
20 electronic pages, wherein the content is associated with the subject area, responsive to receiving the first electronic page, the processing unit instructs the output unit to simultaneously display the first electronic page and a communication interface, and the processing unit  
25 instructs the communication unit to transmit generated interactive expertise based on the subject area, wherein the generated interactive expertise utilizes both the first electronic page and the communication interface.

25. A data processing system, comprising:

- 30 a bus system;
- a memory connected to the bus system, wherein the memory includes a set of instructions;

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a storage unit connected to the bus system;  
an input device connected to the bus system; and  
a processing unit connected to the bus system

wherein the processing unit executes the set of

5 instructions from the memory to register an expert with a  
web server on a data processing system, the processing  
unit receives characteristics of the registered expert  
are provided via the input device, wherein the processing  
unit instructs the storage unit to store the  
10 characteristics of the registered expert in a database,  
and the processing unit locates the registered expert to  
provide assistance in the search for information based on  
the stored characteristics.

15 26. A system for obtaining assistance in a search for  
information, on a data processing system, the information  
concerning a subject area, comprising:

requesting means for requesting an interactive  
expertise session, wherein the request for the  
20 interactive expertise session is received from a live  
help selection option located on a browser graphical user  
interface;

receiving means, responsive to the request for the  
interactive expertise session, for receiving an  
25 electronic page related to the subject area and a  
communication interface; and

displaying means for displaying generated  
30 interactive expertise, wherein the generated interactive  
expertise is simultaneously displayed upon both the  
communication interface and the electronic page display.

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27. The system as recited in claim 26, further comprising:

calculating means, upon termination of the interactive expertise session, for calculating a charge  
5 for the interactive expertise session; and  
displaying means for displaying the charge to the requestor of the interactive expertise session.

28. The system as recited in claim 26, further  
10 comprising:

matching means for matching a requested area of expertise within an area of a supplier of the expertise;  
and

generating means for generating the expertise based  
15 on results of the matching.

29. A system for assisting in a search for information, on a data processing system, comprising:

selecting means, responsive to receiving a request  
20 for an interactive expertise session concerning a subject area, for selecting a first electronic page having a content from a plurality of electronic pages, wherein the content is associated with the subject area;

displaying means, responsive to receiving the first  
25 electronic page, for simultaneously displaying the first electronic page and a communication interface; and

transmitting means for transmitting generated interactive expertise based on the subject area, wherein  
30 the generated interactive expertise utilizes both the first electronic page and the communication interface.

30. The system as recited in claim 29, further

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comprising:

replacing means for replacing the first electronic page with the second electronic page;

transmitting means for transmitting generated interactive expertise based on the subject area, wherein the generated interactive expertise utilizes both the second electronic page and the communication interface.

registering means for registering the expert with a web server on the data processing system;

locating means for locating the registered expert to provide assistance in the search for information based on the stored characteristics.

instructions for requesting an interactive expertise session, wherein the request for the interactive expertise session is received from a live help selection

option located on a browser graphical user interface;

communication interface; and

10

instructions, upon termination of the interactive expertise session, for calculating a charge for the

15 interactive expertise session; and

34. The computer program product as recited in claim 32,  
20 further comprising:

instructions for matching a requested area of expertise within an area of a supplier of the expertise; and

instructions for generating the expertise based on  
25 results of the matching.

35. A computer program product in a computer readable medium for assisting in a search for information, on a data processing system, comprising:

instructions, responsive to receiving a request for  
30 an interactive expertise session, from a live help  
selection option located on a browser graphical user  
interface, concerning a subject area, for selecting a  
first electronic page having a content from a plurality

of electronic pages, wherein the content is associated with the subject area;

instructions for transmitting generated interactive expertise based on the subject area, wherein the generated interactive expertise utilizes both the first electronic page and the communication interface.

36. The computer program product as recited in claim 35, further comprising:

instructions for simultaneously displaying the  
second electronic page and the communication interface;  
and

25 37. A computer program product for assigning an expert  
for assisting in a search for information, on a data  
processing system, comprising:

30       instructions for providing characteristics of the  
registered expert, wherein the characteristics of the  
registered expert are stored in a database; and

instructions for locating the registered expert to

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provide assistance in the search for information based on the stored characteristics.

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